LSI DOCKET NO. 03-1021

CLAIMS:

What is claimed is:

1.   A method for remote customer serviceability, the method comprising:

5   responsive to a problem with a product at a customer site, running a scan tool, wherein the scan tool collects debug data for the product;

sending the debug data to a customer support site;

comparing the debug data to code level data, using a comparison utility at the customer support site, to identify mismatches.

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2.   The method of claim 1, further comprising:

storing the debug data at the customer site.

3.   The method of claim 2, wherein the debug data is stored in binary format.

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4.   The method of claim 2, wherein the customer site is protected by a firewall or security check and wherein the debug data is stored in text format.

5.   The method of claim 1, further comprising:

20   sending identified mismatch information to the customer site.

6.   The method of claim 1, further comprising:

presenting identified mismatch information to customer service personnel.

25 7.   The method of claim 1, wherein the step of comparing the debug data to code level data includes identifying preferred code levels for the product.

8.   The method of claim 1, further comprising:

downloading the scan tool from a Web server.

9.　The method of claim 1, further comprising:

providing the scan tool to the customer on a removable storage medium.

10.　A system for remote customer serviceability, the system comprising:

a scan tool, wherein the scan tool is run responsive to a problem with a product at a customer site to collect debug data for the product;

a communication medium, wherein the scan tool sends the debug data to a customer support site using the communication medium;

a comparison utility at the customer support site, wherein the comparison utility compares the debug data to code level data to identify mismatches.

11.　The system of claim 10, further comprising:

a storage unit at the customer site, wherein the storage unit stores the debug data at the customer site.

12.　The system of claim 11, wherein the debug data is stored in binary format.

13.　The system of claim 11, wherein the customer site is protected by a firewall or security check and wherein the debug data is stored in text format.

14.　The system of claim 10, further comprising:

a presentation device at the customer service site, wherein the presentation device presents identified mismatch information to customer service personnel.

15.　The system of claim 10, wherein the comparison utility identifies preferred code levels for the product.

16.　The system of claim 10, further comprising:

a Web server, wherein the scan tool is downloaded from the Web server.

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17.   The system of claim 10, further comprising:

a removable storage medium, wherein the removable storage medium provides the scan tool to the customer.

5   18.   An apparatus for remote customer serviceability, the apparatus comprising:

means, responsive to a problem with a product at a customer site, running a scan tool, wherein the scan tool collects debug data for the product;

means for sending the debug data to a customer support site; and

means for comparing the debug data to code level data, using a comparison utility at the

10   customer support site, to identify mismatches.

19.   The apparatus of claim 18, further comprising:

means for presenting identified mismatch information to customer service personnel.